

# *Expanded Services* *A Network Services Group* *Brings You* *Telecommunications and Network Services*

## **Business Process Changes in the Heartland Region Federal Technology Service (FTS)**

The Heartland Region FTS recently underwent a number of business process changes resulting from findings of a GSA-initiated Program audit. New processes will assure GSA clients get best value through competitive acquisitions, as well as through vigorous price analysis and negotiation.

### **Changes in Heartland Region Leadership**

Recently, Wayne Cooper, the IT Solutions Director, retired with 32 years of government service. The Acting IT Solutions Director is John Knight. Prior to this appointment, Mr. Knight was the Network Services Director in the Heartland Region. Charlotte Nevels assumes the role of Acting Network Services Director in the Heartland Region, and Sharon Henry is the Director of the European Client Support Center and the Acting Professional Services Director.

### **Review of Existing IT Solutions Orders**

Following the recent audit, Heartland Region FTS initiated broad reviews of our existing IT Solutions orders to confirm that requested tasks are within the budget authority of our contracting operation. The reviews will be focusing on ensuring orders are within the IT scope. Services and products related, but not defined as IT, may be available through our new Assisted Professional Services business line. As non-IT orders are identified, our representatives will work with you and your staff to offer alternative solutions from both GSA's IT Fund and General Supply Fund.

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### **Description of Services**

Modems, Bridges and Routers

PBX's

ISDN Phones

Satellite Equipment & Services

Video Conferencing Equipment

Cellular Phones

Call Centers

Wireless Digital Communication

Voice Mail Systems

Internal and External Paging

Wire and Cabling

Local, National, One-Way Or Two-Way Pagers

Voice Mail Systems

**We Help You Make the Right Connection**  
**Your Expanded Services Team of Char Norman, Paul Faulconer,**  
**Cherelle Loman and Trenda Nelson**

### **Obtaining Adequate Competition**

We have changed our business processes to secure greater competition. For all GSA Schedule tasks we are posting the RFP on GSA's E-Buy, which satisfies Section 803 "Fair Opportunity" requirements. For all other Government Wide Acquisition Contracts (GWACs) orders will continue to be placed in accordance with ordering procedures established by the respective contracts. Customers will play an integral role in establishing selection criteria and evaluating offers for award through those criteria. Our staff is committed to working with you to establish and document appropriate award criteria demonstrating best value to you and the U.S. taxpayers.

### **Open Market Other-Direct Costs (ODC's)**

We have changed how we process Schedule orders that include open market items. Only travel, shipping and open market items under \$2,500 are allowable in such orders.

We know many of the changes discussed above will present challenges during a transitional phase. We expect response time to improve and our business practices to flow more smoothly once the transition is fully accomplished. We expect this should take approximately 60 days. We are confident the changes will benefit your organization through better prices, more effective contract management, and allow you a stronger reliance on GSA contract integrity.

For further inquiries please feel free to contact your GSA representative, email us at [gsa.care@gsa.gov](mailto:gsa.care@gsa.gov) or call our Customer Care Center at 1-866-GSA-CARE (866-472-2273). We appreciate your patience and support as we work with you to provide service through refined business and contracting practices.